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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/058,721	01/28/2002	Thomas W. Rehkopf	BELL-0159/00064	7919
38952	7590	09/21/2004	EXAMINER	
WOODCOCK WASHBURN LLP ONE LIBERTY PLACE - 46TH FLOOR PHILADELPHIA, PA 19103			PHAN, HUY Q	
		ART UNIT		PAPER NUMBER
		2685		
DATE MAILED: 09/21/2004				

Please find below and/or attached an Office communication concerning this application or proceeding.

Interview Summary	Application No.	Applicant(s)	
	10/058,721	REHKOPF, THOMAS W.	
	Examiner Huy Q Phan	Art Unit 2685	

All participants (applicant, applicant's representative, PTO personnel):

- (1) Huy Q Phan. (3) Attorney: Raymond Scott.
 (2) SPE: Edward Urban. (4) _____.

Date of Interview: 01 September 2004.

Type: a) Telephonic b) Video Conference
 c) Personal [copy given to: 1) applicant 2) applicant's representative]

Exhibit shown or demonstration conducted: d) Yes e) No.
 If Yes, brief description: _____.

Claim(s) discussed: 7, 11, 12, 34, 36 and 37.

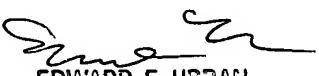
Identification of prior art discussed: Wong et al. Patent No.: US 6,484,096.

Agreement with respect to the claims f) was reached. g) was not reached. h) N/A.

Substance of Interview including description of the general nature of what was agreed to if an agreement was reached, or any other comments: Applicant discussed the dependent claims 12 and 37 about formatting the service request indication further comprising appending the calculated location to the e-mail message. It appears that the limitations of stated claims are overcome Wong et al. reference.

(A fuller description, if necessary, and a copy of the amendments which the examiner agreed would render the claims allowable, if available, must be attached. Also, where no copy of the amendments that would render the claims allowable is available, a summary thereof must be attached.)

THE FORMAL WRITTEN REPLY TO THE LAST OFFICE ACTION MUST INCLUDE THE SUBSTANCE OF THE INTERVIEW. (See MPEP Section 713.04). If a reply to the last Office action has already been filed, APPLICANT IS GIVEN ONE MONTH FROM THIS INTERVIEW DATE, OR THE MAILING DATE OF THIS INTERVIEW SUMMARY FORM, WHICHEVER IS LATER, TO FILE A STATEMENT OF THE SUBSTANCE OF THE INTERVIEW. See Summary of Record of Interview requirements on reverse side or on attached sheet.


 EDWARD F. URBAN
 SUPERVISORY PATENT EXAMINER
 TECHNOLOGY CENTER 2600

Examiner Note: You must sign this form unless it is an attachment to a signed Office action.

 Examiner's signature, if required